



Procedures and Guidelines

DRAFT

DIRECTIVE NO. 400-PG-7120.X.X
EFFECTIVE DATE: _____
EXPIRATION DATE: _____

APPROVED BY
Signature: _____
NAME: Dr. John H. Campbell
TITLE: Director of Flight Programs and Projects

Responsible Office: 400/Flight Programs and Projects Directorate

Title: Lessons Learned

PREFACE

NPG 7120.5, NASA Program and Project Management Processes and Requirements, requires the use of lessons learned as a part of the process known as "*Capture Process Knowledge*." Establishing an agency-wide database to meet these requirements is a cost-effective solution. This database represents a central repository of the lessons learned from all of the NASA field centers. Through its use we promote a smarter, stronger NASA by mastering the important lessons of our past.

P1. PURPOSE

These Procedures and Guidelines govern the use of the recently established NASA-wide Lessons Learned Information System maintained by the Office of Safety and Mission Assurance (Code Q) at NASA Headquarters. The URL of this database is <http://llis.nasa.gov/llis/llis.html>.

P2. REFERENCES

NPG 7120.5, NASA Program and Project Management Processes and Requirements.

NPG 7120.5 requires the collection of lessons learned in numerous sections as follows:

- Program Implementation (2.3.6)
- Program Evaluation (2.4.2)
- Project Formulation (3.1.1 and 3.1.7)
- Project Implementation (3.3.5)
- Project Evaluation (3.4.2).

P3. SCOPE

These Procedures and Guidelines apply only to flight projects assigned to the Flight Programs and Projects Directorate (FPPD).

P4. DEFINITIONS

A Lesson Learned can represent either:

- 1) any managerial or technical activity that has repeatedly achieved an uncommonly good result, or

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<http://gdms.gsfc.nasa.gov/gdms> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

- 2) any unexpected and often undesirable outcome wherein the established practice did not produce the desired result.

In either case, the lesson(s) learned must be applicable to future flight projects, and should be described in sufficient detail so as to permit broad application to any typical flight project. When the Lesson Learned describes a good result, there must be a reasonable expectation of achieving a comparable result in future missions. In the case of an undesirable outcome, the Lessons Learned should identify and explain what might have been done differently.

P5. AUTHORITIES AND RESPONSIBILITIES

Each flight project shall provide appropriate Lessons Learned. This process will be managed through their respective Program Offices. These Lessons Learned shall be reviewed by the Flight Programs and Projects Directorate, Code 400, and then by the Office of Systems Safety and Mission Assurance, Code 300, as the Center organization responsible for Goddard Space Flight Center (GSFC) inputs to the NASA Lessons Learned Information System.

P6. CANCELLATION

None.

P7. QUALITY RECORDS

Quality Record Title	Record Custodian	Retention
Lessons Learned (as entered into NASA Lessons Learned Information System).	NASA LLIS System Manager	Permanent.

IMPLEMENTATION

1) MINIMUM REQUIREMENT and SCHEDULE FOR COMPLETION

- Each flight project shall provide a minimum of one Lesson Learned for each subprocess of the flight project, depending on its maturity. These subprocesses are formulation, approval, implementation, and evaluation.
- The initial Lesson Learned shall be submitted for each subprocess of each flight project no later than thirty (30) days after the completion of that particular subprocess. Each flight project may submit whatever they deem appropriate beyond the Minimum Requirement.
- For flight projects already in progress at the time these guidelines are initially effective, the initial Lessons Learned shall be submitted by July 26, 2000.

2) SUBMITTAL PROCESS:

- a) A web site has been established at <http://eo1.gsfc.nasa.gov/miscPages/fppd-ll.html> to collect Lessons Learned from the FPPD. [Note: This will be transferred to the Code 400 web site once it is fully operational.] Click on "***SUBMIT A LESSON LEARNED.***"
- b) Complete the form presented. There is considerable flexibility in the form and it is easy to use. Once the form is completed, click on "***SUBMIT.***"
- c) To incorporate figures, tables, or pictures into the submittal, e-mail them separately to **FPPD.LL.gsfc.nasa.gov** with instructions as to where they should be inserted in the text.

3) FORMATTING PROCESS:

- a) Each submittal will be assigned a unique GSFC tracking number until replaced by the official HQ numerical identifier.
- b) Should it be necessary, an experienced graphics person will format the submittal and integrate the figures, tables, and/or pictures into the draft where indicated.
- c) The completed draft submittal will be e-mailed to the originator for approval.
- d) Upon the approval of the originator, the draft will be submitted to the FPPD Review Process.

4) FPPD REVIEW PROCESS:

- a) A designated Associate Director of Flight Programs and Projects will review the submittal. Upon his/her concurrence, the submittal is forwarded electronically to the Office of Systems Safety and Mission Assurance. This completes the submittal process. The remaining steps are described at the NASA Headquarters' Lessons Learned Information System web site, <http://llis.nasa.gov/llis/llis.html>.
- b) Should the Associate Director require changes, they will be accomplished through a timely exchange of e-mail.

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CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline		Initial Release.